

Support Evaluation FAXBACK



Please complete this form and fax back to AVA Systems on 02 9906 4424

THIS SUPPORT EVALUATION HELPS AVA SYSTEMS PROVIDE YOU WITH THE SUPPORT AND SERVICE YOU DESERVE. PLEASE BE ASSURED ANY INFORMATION YOU PROVIDE IS CONFIDENTIAL UNLESS OTHERWISE SPECIFIED. AVA SYSTEMS APPRECIATES YOUR CANDID FEEDBACK.

NAME: _____

COMPANY: _____

COURSE DATE: _____

PHONE: _____

SUPPORT STAFF: _____

1. SUPPORT LEVEL (PLEASE CIRCLE) 1 2 3 4
2. WOULD YOU LIKE SOMEONE FROM OUR OFFICE TO CONTACT YOU ABOUT THIS? Y / N
3. WAS THE SUPPORT INFORMATIVE?

4. WAS THE SUPPORT PERSONNEL'S COMMUNICATION CLEAR AND EDUCATIONAL?

5. WAS YOUR SUPPORT REQUEST COMPLETED TO YOUR SATISFACTION?

6. DO YOU HAVE ANY GENERAL COMMENTS, COMPLAINTS, OR SUGGESTIONS ABOUT THE SUPPORT PROVIDED OR THE PERSONNEL THAT PROVIDED IT?

	EXCELLENT	<	AVERAGE	<	POOR
OVERALL SERVICE	5	4	3	2	1
UNDERSTANDING OF UPGRADE	5	4	3	2	1
TRAINING GUIDE SERVICE	5	4	3	2	1
OVERVIEW OF UPGRADES	5	4	3	2	1